

**WOKING BOROUGH COUNCIL
JOB PROFILE**

Job title: Private Sector Housing Support Officer

Pay grade: W2

Team: Private Sector Housing

Responsible to: Housing Strategy & Enabling Team Leader

Key Area:

PEOPLE - A Healthy, Inclusive and Engaged Community

We will improve the health and wellbeing of our community, by:

- working with partners to raise personal health standards with particular focus on housing, mental health, alcohol, obesity and smoking;
- encouraging through a clear dialogue with those who are able, to take responsibility and self serve, while helping, with partner organisations (including the Voluntary, Community and Faith Sector), those less able; and
- promoting recreational opportunities for all sections of the community.

Job Purpose:

To provide support for the Private Sector Housing team activities in order to meet the needs of residents living in the Borough.

To process applications for the private rented sector access scheme following internal procedures to include booking appointments with external contractors and promotion of the schemes.

To provide support for the Private Sector Housing team activities in order to bring empty homes back in to use.

Main Tasks:

1. Provide administrative support to the Private Sector Housing team in line with the legal requirements, service operational plan, targets and any service agreements.
2. To give advice and guidance to customers and deal sensitively and sympathetically with individuals and groups from a wide range of backgrounds, disabilities and cultures.
3. To respond to customer requests and general enquiries about the private rented sector access schemes and empty homes offering guidance and advice, by phone, in writing and in person as needed and to be able to identify certain tasks that may require urgent attention.
4. To promote the Council's private rented sector access schemes to landlords and tenants, schedule appointments for property inspections and instruct external contractors.

5. To receive and process applications for the Council's private rented sector access schemes in accordance with internal procedures.
6. To ensure that all required information is collected, accurately entered and recorded to enable proper processing of applications and service requests by following procedures and templates, liaising with relevant people as appropriate in line with team requirements.
7. To follow the procedures and undertake checks and audits of paperwork, verifying as appropriate tenant affordability assessments prior to property procurement. This could include providing low level budgeting advice to maximise incomes and reviewing budgets as required.
8. To organise the Council's private rented sector access schemes tenancy sign-ups, monitor lease renewals, procure property inventories, maintain relevant safety certification and instigate action where this may not be valid.
9. To support the organisation and preparation of landlord and tenant events and training.
10. To receive and process applications for claims under the Council's private rented sector access schemes to ensure timely and accurate resolution.
11. To deal with all types of correspondence including accurate filing of electronic documents, scanning, and minute taking.
12. To maintain and retrieve information held on computerised databases.
13. To maintain accurate client records and databases, assisting in research to guide planning decisions such as collecting and analysing data with the preparation of monitoring returns, producing standard letters and other documents as required.
14. To prepare and provide statistical information as required including a regular list of empty homes.
15. To create mail merges and collate feedback for satisfaction surveys, empty homes questionnaires and any other correspondence as required.
16. To process invoices and payments.
17. To accurately record and calculate payments in order that reports are regularly available on activity and spend.
18. To work with colleagues, agencies and organisations to achieve continuous improvement in service delivery.
19. To maintain knowledge of all the administrative tasks relating to the Housing Service, at such a level as to ensure administrative staff absences are covered.
20. To carry out such other duties as may be reasonably required by the Housing Strategy & Enabling Team Leader and other senior officers.

PERSON SPECIFICATION

Job Title: Private Sector Housing Support Officer

Criteria	Standard	E/D	Measure
Education & training	<ul style="list-style-type: none"> GCSE grade C or equivalent in English and maths 'A' levels or equivalent Membership of the CIH (Chartered Institute of Housing) 	E E D	A A A
Experience	<ul style="list-style-type: none"> Experience of working in an office environment Proven experience of undertaking administrative duties Proven experience of liaising effectively with organisations and individuals Proven experience of delivering high quality customer care Experience of working with diverse client groups 	E E E E D	A/I A/I A/I A/I A/I
Special Skills	<ul style="list-style-type: none"> Excellent communication skills both written and oral Numerate Proven ability to demonstrate a sound judgement in a wide, diverse range of situations Proven ability to manage complex and difficult situations Effective computer skills, Word, Excel and Outlook Experience of using and maintaining databases Ability to work effectively as part of a team and with others 	E E E E E E E	A/I A/I A/I A/I A/I A/I A/I
Motivation	<ul style="list-style-type: none"> Able to work on own initiative Clear understanding of, and commitment to, providing a high level of customer service Ability to work effectively to tight deadlines Attention to detail 	E E E E	A/I A/I A/I A/I
Personality	<ul style="list-style-type: none"> Ability to work both on own initiative and effectively as part of a team Ability to prioritise effectively Flexible approach Adaptable to change Strong organisational skills Confident Ability to demonstrate an innovative approach to solutions 	E E E E E E D	A/I A/I A/I A/I A/I A/I A/I
Special Requirements	<ul style="list-style-type: none"> Willing to work flexible hours, evenings and weekends as necessary Willing and able to undertake training, if required Full driving licence 	E E E	A/I A/I A/I

Key:

A = Application Form, I = Interview, E = Essential, D = Desirable

Candidate Screening:

Rehabilitation of Offenders Act 1974 applies

Disclosure and Barring Service check: Not required